

# Jimmy El Rahi

Zouk Mikael Lebanon

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## Professional summary

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Operations Manager with expertise in advanced restaurant management, special events, food safety, staff development and training.

Looking to use my strong leadership skills and proven track record of assisting restaurants achieve new levels of profitability and efficiency for any establishment.

## Skills

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|-----------------------------|-------------------------------|
| • Quick problem solver      | • Customer service specialist |
| • Analyze financial records | • Multitasking skills         |
| • Staff development         | • Safety management           |
| • Flexible                  | • Effective leader            |

## Work history

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February 2022  
-current

**Al Munich**  
**Banquet and Restaurant Manager**

American University-Baghdad

- Managed multiple tasks related to planning and organizing events in the university such as catering, entertainment, venue selection, and decorations.
- Coordinated with other staff members to ensure all details are taken care from start to finish.
- Managing staff members who help and prepare for events, including hiring, training, and supervising.
- Opened faculty club restaurant for the staff of the university.
- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Met greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Designed and executed special events requested.

May 2021 **dipndip**  
-February 2022 **Operations Manager**

Baghdad, Erbil- Iraq

- Shared knowledge with branches and headquarters on effective practices, competitive intelligence, business opportunities and needs.
- Accomplished department objectives by managing staff; planning and evaluating department activities.
- Maintained staff by recruiting, selecting, orienting, and training employees.
- Coordinated and optimized front- and back-of-house restaurant operations.
- Launched and developed franchise's new items and implementing in other branches.
- Stayed abreast of competing markets and provided reports on market movement and penetration.
- Launched a local marketing plan which increased sale, awareness and loyalty.
- Evolved market segmentation and penetration strategies to achieve targets.
- Reorganized labor cost, cost control and inventories.

February 2021 **The Bridge**  
-May 2021 **Operations Manager**

Faqra- Lebanon

- Reorganized restaurant map and main kitchen changing the sequence of service more effective.
- Organizing orders from suppliers and working on new and competitive offers and prices.
- Monthly inventory and P&L.
- Reorganized labor cost.
- Studied competition and made special events with celebrity endorsement.
- Menu costing and development adding special alcoholic cocktails.
- Trained waiters and chefs on service and food safety.

August 2020 **Maracas Mexican Cuisine**  
-February 2021 **Branch Manager**

Jounieh- Lebanon

- Reduced variable costs through tighter controls on overtime expenditures and inventory waste.
- Increased the profit margin of select menu items by switching to local supplier with low ingredient costs.
- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.

- Met greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.

January 2017 **Provincial resto-café**  
- August 2020 **Branch Manager**

Ashrafiyeh- Lebanon

- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Led and directed team members on effective methods, operations and procedures.
- Met greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Effectively managed payroll and timekeeping including completion of the proper paperwork for new recruits and leavers.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Received recognition from the owner for contributions to the restaurant.

April 2016 **Provincial resto-café**  
- 2017 **Assistant Manager**

Klayaat-Lebanon

- Skillfully promoted items on beverage lists and restaurant specials.
- Inspected, pulled and stacked cleaned items and sent dirty items back for re-scrubbing and re-washing.
- Carefully interviewed, selected, trained and supervised staff.
- Oversaw front of house personnel to maintain adequate staffing and minimize over time.
- Correctly calculated inventory and ordered appropriate supplies.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.

March 2014 **Provincial resto-café**  
- 2016 **Waiter**

Kaslik- Lebanon

- Guided guests through menus while demonstrating thorough knowledge of the food, beverages and ingredients.
- Followed all health and safety policies when handling food and beverages to uphold proper standards.
- Cleared, cleaned and set tables in a quiet and efficient manner.
- Consistently provided professional friendly and engaging service.
- Stocked and maintained cleanliness of stations.
- Quickly setup and cleared tables and stocked all workstations.

## **Education**

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2015 - 2020	<b>Lebanese Canadian University</b> <b>Bachelor of Business Administration Management</b>	Aintoura- Lebanon
2015	<b>Jounieh Official High School</b> <b>BACCII</b>	Jounieh- Lebanon

## **Personal skills and Competences**

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### **Computer Knowledge**

- Professional knowledge of Windows and Microsoft Office PowerPoint Excel, Word, and Access.
- Omega software
- Pixel point software
- GramSys software

### **Spoken and written**

- Arabic (mother tongue)
- English (fluent)
- French (fluent)

### **Interests and Activities**

- Sports (cycling, swimming, football)
- Reading

## **References**

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Available upon request